

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 2 0 0. My name is Stephanie. How can I assist you? Hey, I need to get Well, work and stuff. Ooh, I'm sorry. Can you repeat that again? You were kinda breaking up. I need to get Enroll in the insurance. Okay. Um, what staffing agency are you with? Surge. And then what are the last four of your Social? 2049. And to make sure that I'm on the correct file, could you verify your first and last name for me? Barbara Kline. K-L-I-N-E. Okay. And for security purposes, could you verify your full address as well as your date of birth? Date of birth is 01/06/80. Address is 33479 Langsdorth Road, New Matamoras, Ohio 45767. What was that date of birth? 01/06/80. Okay. I have a different address for some reason. Have you moved recently? I changed my address down at Surge. I don't know why they didn't put it in there. Okay. Um, so I would need the address on file. Do you remember the previous one that you had? Uh. If not, you could verify your full Social, but I would either need the f- the right address or your full Social number for security. Um, I think it's 761 Mount Palm Road, Marietta, Ohio 45750. Okay, thank you. Do you want me to go ahead and change that? Yeah. What's the new address? 33497 Langsdorth Road, New Matamoras. 45767. You said seven. What was after the seven? On which part, dear? You said 33497. Was it Lincoln Road? Langsdorth. Okay. What state and city? New Matamoras, Ohio. And then the ZIP code? 45767. Okay. Is your phone number still the 740-706-1655? No, it's 740-213-2469. They have all this stuff down there also, I don't know why I didn't change it in the computer. And then I have your barbie, your last name, eighty@aol.com as your email address. Is that correct? Yes. Is that still up to date, the barbie last name eighty@aol.com? Yes. Okay. Okay, in the last 30 days, have you experienced a loss of benefit, gotten married, divorced, had a baby, or adopted? No. No? Okay, so at the moment, I wouldn't be able to enroll you into healthcare benefits because it's past your personal open enrollment period, which is considered the first 30 days of you receiving your barrier's first check. And then the company is not within their company open enrollment period, which would be the other window where you would be eligible to enroll. And for search staffing, that was around, let me verify, I believe between the dates of August 12th up until August 26th was their open enrollment period. So you would have to wait for their next company open enrollment period, which is gonna be next August, to enroll into their healthcare benefits plan. Well, that doesn't... That... I can't do that 'cause I'm at work till seven o'clock at night. And they're closed when I get off work. So we're the healthcare administrators for s- for staffing agencies, not only Surge. Um, we don't work in Surge. And then z- I know that, but they- There would only be two- ... wouldn't work with me. There would only be two times where you would be eligible to enroll. So your first one is considered- Oh. ... within your personal open enrollment period, which is the first 30 days of you receiving your first check. And then the second period- But w- ... would be within their company open

enrollment period, which, that passed in August. You're not listening to me. They're closed when I get off work. I don't get off at 7:00 PM. Mm-hmm. I had to wait down there. They don't know how to put it on the window, so how am I supposed to get the paperwork to do it? I'm sorry, what paperwork? For the insurance. So we do the phone enrollment. We don't do the paper enrollments. I had to go to Surge to do it, and I'm at work when they're open. I don't get off till 7:00 PM. Okay, ma'am, um, again, we do the phone enrollment. We don't do the paper enrollment. I did all of your email. I- We just do the enrollment over the phone. You're not listening to me. I work 8:00 AM to 7:00 PM. Mm-hmm. Surge is closed when I get off. I don't have time to call them on my lunch break. And when I'm on lunch break, they're on lunch break, so I can't call them. I understand, but what I'm saying is that you're not eligible to enroll into healthcare benefits at the moment. You're not within your company...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 2 0 0. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, I need to get

Speaker speaker_2: Well, work and stuff.

Speaker speaker_0: Ooh, I'm sorry. Can you repeat that again? You were kinda breaking up.

Speaker speaker_2: I need to get

Speaker speaker_3: Enroll in the insurance.

Speaker speaker_0: Okay. Um, what staffing agency are you with?

Speaker speaker_2: Surge.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_2: 2049.

Speaker speaker_0: And to make sure that I'm on the correct file, could you verify your first and last name for me?

Speaker speaker_2: Barbara Kline. K-L-I-N-E.

Speaker speaker_0: Okay. And for security purposes, could you verify your full address as well as your date of birth?

Speaker speaker_1: Date of birth is 01/06/80. Address is 33479 Langsdorth Road, New Matamoras, Ohio 45767.

Speaker speaker_0: What was that date of birth?

Speaker speaker_1: 01/06/80.

Speaker speaker_0: Okay. I have a different address for some reason. Have you moved recently?

Speaker speaker_1: I changed my address down at Surge. I don't know why they didn't put it in there.

Speaker speaker_0: Okay. Um, so I would need the address on file. Do you remember the previous one that you had?

Speaker speaker_1: Uh.

Speaker speaker_0: If not, you could verify your full Social, but I would either need the f- the right address or your full Social number for security.

Speaker speaker_1: Um, I think it's 761 Mount Palm Road, Marietta, Ohio 45750.

Speaker speaker_0: Okay, thank you. Do you want me to go ahead and change that?

Speaker speaker_1: Yeah.

Speaker speaker_0: What's the new address?

Speaker speaker_1: 33497 Langsdorth Road, New Matamoras. 45767.

Speaker speaker_0: You said seven. What was after the seven?

Speaker speaker_1: On which part, dear?

Speaker speaker_0: You said 33497. Was it Lincoln Road?

Speaker speaker_1: Langsdorth.

Speaker speaker_0: Okay. What state and city?

Speaker speaker_1: New Matamoras, Ohio.

Speaker speaker_0: And then the ZIP code?

Speaker speaker_1: 45767.

Speaker speaker_0: Okay. Is your phone number still the 740-706-1655?

Speaker speaker_1: No, it's 740-213-2469. They have all this stuff down there also, I don't know why I didn't change it in the computer.

Speaker speaker_0: And then I have your barbie, your last name, eighty@aol.com as your email address. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Is that still up to date, the barbie last name eighty@aol.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, in the last 30 days, have you experienced a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay, so at the moment, I wouldn't be able to enroll you into healthcare benefits because it's past your personal open enrollment period, which is considered the first 30 days of you receiving your barrier's first check. And then the company is not within their company open enrollment period, which would be the other window where you would be eligible to enroll. And for search staffing, that was around, let me verify, I believe between the dates of August 12th up until August 26th was their open enrollment period. So you would have to wait for their next company open enrollment period, which is gonna be next August, to enroll into their healthcare benefits plan.

Speaker speaker_1: Well, that doesn't... That... I can't do that 'cause I'm at work till seven o'clock at night. And they're closed when I get off work.

Speaker speaker_0: So we're the healthcare administrators for s- for staffing agencies, not only Surge. Um, we don't work in Surge. And then z-

Speaker speaker_1: I know that, but they-

Speaker speaker_0: There would only be two-

Speaker speaker_1: ... wouldn't work with me.

Speaker speaker_0: There would only be two times where you would be eligible to enroll. So your first one is considered-

Speaker speaker_1: Oh.

Speaker speaker_0: ... within your personal open enrollment period, which is the first 30 days of you receiving your first check. And then the second period-

Speaker speaker_1: But w-

Speaker speaker_0: ... would be within their company open enrollment period, which, that passed in August.

Speaker speaker_1: You're not listening to me. They're closed when I get off work. I don't get off at 7:00 PM.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I had to wait down there. They don't know how to put it on the window, so how am I supposed to get the paperwork to do it?

Speaker speaker_0: I'm sorry, what paperwork?

Speaker speaker_1: For the insurance.

Speaker speaker_0: So we do the phone enrollment. We don't do the paper enrollments.

Speaker speaker_1: I had to go to Surge to do it, and I'm at work when they're open. I don't get off till 7:00 PM.

Speaker speaker_0: Okay, ma'am, um, again, we do the phone enrollment. We don't do the paper enrollment.

Speaker speaker_1: I did all of your email. I-

Speaker speaker_0: We just do the enrollment over the phone.

Speaker speaker_1: You're not listening to me. I work 8:00 AM to 7:00 PM.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Surge is closed when I get off. I don't have time to call them on my lunch break. And when I'm on lunch break, they're on lunch break, so I can't call them.

Speaker speaker_0: I understand, but what I'm saying is that you're not eligible to enroll into healthcare benefits at the moment. You're not within your company...